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PURPOSE: To define requirements for receiving products in GFS Distribution Centers. This applies to full and less-than-load (LTL) deliveries.

SCOPE: This document applies to all Suppliers, Shippers, and GFS DC Receivers/Quality Inspectors

REFERENCES: Applicable Federal, Provincial and local regulations, applicable GFS Product Specifications or Product Quality Criteria, Commodity-Specific Receiving Requirements, Fresh Fruit and Vegetable Regulations (C.R.C., c. 285), CWI0500 Procedures for Handling Leaking Cases, CWI0521 Receiving Inspections, CWI0527 Receiving Load Inspection Form, and CWI0512 Thermometer Calibration Procedures.

RESPONSIBILITIES:

- Suppliers and shippers must deliver products that meet GFS security, temperature, packaging, quality, and shelf life requirements.
- GFS Receivers/Quality Inspectors must verify security, temperature, packaging, quality, and shelf life are acceptable at the point of receipt.

REQUIREMENTS:

1.0 TRANSPORTATION- SECURITY, TEMPERATURE AND RECORDERS:

1.1 Security

- It will be documented on CWI0527 Receiving Load Inspection Form whether the load arrived locked, unlocked or sealed (can be documented by Driver or Receiver). If seals are in place, seal numbers shall also be recorded on the form.
- Shipping documents with suspicious alterations will be thoroughly investigated.

1.2 Transportation – Temperature and Recorders:

- Produce and potentially hazardous refrigerated foods are required to have temperature recorders to verify that proper temperatures were maintained during transit.
 - Temperature recorders should indicate loads are maintained without deviations from the proper transport temperature ranges.
 - Anytime that there is a split load on a truck, there is to be one temperature recorder for each delivery stop to allow each DC to review the condition of the load prior to receipt.
- If there is no temperature recorder on the load, or if the temperature recorder indicates that the temperature was out of the acceptable ranges during transit, the GFS Receiver/Quality Inspector will further inspect the load and determine disposition according to the criteria in CWI0521 Receiving Inspections.

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- Ambient temperatures of trailer freezer and cooler sections will be verified from trailer readout and recorded on the CWI0527 Receiving Load Inspection Form prior to unloading (can be documented by driver or receiver).
- All items are to be unloaded from the appropriate container compartment (frozen items from the freezer, refrigerated items from the cooler and dry items from the dry section).
- Temperature sensitive produce shall not be unloaded/accepted from the trailer cooler area 2 feet high x 2 feet deep (0.6 x 0.6 m) directly in front of the freezer bulkhead.
- Truck transport temperatures for cooler items must be maintained between 34°F and 39.2°F (1°C and 4°C).
 - Exception limits for selected produce items are:
 - Bananas: 56°F and 65°F (13°C and 18°C).
 - Potatoes 40°F and 50°F (4°C and 10°C).
 - Tomatoes: 50°F and 60°F (10°C and 16°C).
 - Honeydews 34°F and 56°F (1°C and 13°C).
 - Florida or Nogales, AZ mixers 40°F and 50°F (4°C and 10°C).

2.0 GFS RECEIVING INSPECTIONS:

2.1 General quality requirements:

- Depending on product type, GFS Receivers and/or Quality Inspectors will verify each item from every load meets applicable requirements for security, temperature, packaging, quality, and shelf life. Detailed procedures are included in CWI0521 Receiving Inspections
- Products that do not conform to applicable GFS Product Specifications or Product Quality Criteria will be rejected.
 - Any product refusal will be noted on Receiving Records.
 - The Quality Inspector or Receiver will document product rejections for non-conforming temperatures and/or related visible temperature damage
- Trailer condition must be clean, sound (no holes or conditions that could cause contamination or pest harborage), no offensive odors, no pest infestation or exposed glass.
- Product quality issues are the responsibility of the shipper/broker.
- Damage/temperature abuse situations are the responsibility of the carrier and/or shipper.
- Items not stocked by GFS will be rejected.

2.2 Packaging:

LABELING:

- Cases or inner packages/containers lacking proper labeling will be rejected.
- Barcodes: Each case must display a Shipping Container Code. Catch weight products must display a bar code that includes the weight. The bar codes must appear in human readable and bar coded formats that meet the size, placement and scannability requirements of GS1.
- Produce that is stocked at GFS in more than one size or count must have the size or count clearly displayed on the case or it will be rejected.

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- Processed produce products that do not display a "Use by" date on the case and inner packages will be rejected.
- Other labels of produce may be substituted for Markon's label with prior approval from GFS' Category Lead.

INTEGRITY:

- Cases, inner packages/containers, or product contaminated with foreign substances or that show signs of sabotage/tampering will be rejected.
- It is the responsibility of the supplier to use packaging that will withstand the rigors of foodservice distribution from the supplier to the end customer.
- Cases or inner packages/containers that are leaking, crushed, torn, or severely damaged will be rejected.
 - Cases that are leaking are rejected;
 - Cases that have been leaked on & have liquid puddled on them and/or dripping down the sides are rejected; If cases that have been leaked on are discovered, at their discretion, the Receiving Supervisor determines that the amount of contamination is not excessive and can be reasonably wiped off, then it is permissible to perform such activity according to WI0500 Handling Procedures For Leaking Cases. The decision whether or not to perform this activity is made solely by GFS Receiving.
 - Cases that have moisture on them (e.g., general clear moisture, no puddling and/or blood-tinged liquid) are being accepted. If it is not obvious that moisture on a case is clear moisture or blood (such as, if it is spread too thin across the surface) but there are cases from the same pallet that obviously have blood on them, it is reasonable to conclude that the substance on the questionable cases is also blood. We are not willing to expose employees, other products and customers to potential food safety risks from cases contaminated with blood.
 - Cases that have small (quarter size), dried spots, are being accepted
- Any cases that are received and then later found to be leaking in our facility will immediately be disposed of and billed back to the vendor
- Bagged items are to be on pallets with slipsheets before they are put into inventory.
- Products damaged as a result of being subjected to improper temperatures will be rejected.
- Cartons or cases with lids or flaps not secured shut may be, at D.C. management discretion, rejected or reworked at the supplier's expense.

2.3 Temperature:

- Frozen foods are not to be staged for longer than 30 minutes on docks that are refrigerated to hold an air temperature not exceeding 39.2°F (4°C).
- Frozen and refrigerated foods **shall not be** unloaded on docks with no temperature control.
- Pulp temperatures will be attained utilizing a calibrated thermometer.
- The Receiving Checker will perform product temperature checks on temperature-sensitive items as prompted on the RF gun by the WMS system.
 - The WMS system requires a minimum of one temperature to be taken per item and the reading must be within the acceptable range prior to being received.
 - If a full load of one product is received, the system will prompt the Receiver to take temperatures of product unloaded from the front, middle and rear of the trailer.

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- The WMS system will prompt the Receiver what the acceptable temperature range is on an item-by-item basis.
- For refrigerated loads that do not have any WMS required “temperature sensitive” items, WMS will prompt the receiving checker to take a minimum of 3 temperatures (front, middle and back) of the load to ensure appropriate product temperatures have been maintained throughout transit. These temperatures are captured into the RF gun.
- The DC’s WMS will store captured temperature information, specific to items and P.O.s, in the computer as part of the receiving check-in process.
- The acceptable product temperatures are maintained at the item level.
- Most cooler items must temp between 34°F and 39.2°F (1°C and 4°C), but the Receiver is to follow item-specific temperature ranges as indicated in the WMS system. (Produce temperature requirements are detailed in CWI0521 Receiving Inspections.
- Freezer items must temp less than 10°F (-12°C).
- Product that is outside of the item’s acceptable temperature range requires that a minimum of two additional temperatures be taken from other cases of the same item.
 - If only one of the three temperatures is out of the acceptable range, no further action is necessary and the product may be received.
 - If two or three of the temperatures are out of the acceptable range, the product is to be rejected.

2.4 INFESTATION:

- If GFS discovers **live** rodent, bird, other non-insect, or cockroach activity, GFS will immediately load any product from that load back onto the truck and the load will be rejected.
- If GFS discovers **signs** of rodent, bird, other non-insect, or cockroach activity, GFS Supervision will determine disposition of the load based on its condition. GFS reserves the right to reject the load in whole or part so as to not introduce unacceptable cases/conditions into our facilities, our trailers and customers.
- If GFS discovers **live** innocuous insects or worms (not harmful and commonly found in produce) in a **produce** load, the sampling plan defined in WI0521 Receiving Inspections will be followed.
- Under no circumstances will product from **fully** infested loads be disposed of on GFS property.

3.0 DATING and SHELF-LIFE:

Suppliers must ship dated items that comply with:

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- The agreed-upon code dating format
 - Either “closed-production”, “open-production” or “open-expiration” dated as specified by the supplier via the GFS New Item Listing Form or subsequent communication to GFS. This assures that our systems’ settings match the type of code date on the shipping case; and
- The mutually agreed upon minimum shelf life at time of GFS receipt.
- If a pallet has multiple code dates, the supplier is responsible to clearly label the pallet with signage to indicate this fact, and to put the oldest code date on the top layer(s).
- If an item being received does not conform to these requirements, it may be rejected.

4.0 Federal Inspection procedures for rejected Produce

- If Markon or the shipper requests a Federal inspection on rejected produce, the DC Quality Inspector will call the Federal Inspector for their region and give them the item, total number of cases, origin, GFS P.O. number, label(s), lot number (if available), current location of the product, and the type of inspection being requested (specific to the reason GFS rejected it).
- GFS is not responsible for allowing the Federal inspection to take place on our dock.
- If produce that is GFS specified as meeting a specific grade standard of the Fresh Fruit and Vegetable Regulations (C.R.C., c. 285) USDA No. is rejected by GFS and subsequently passes Federal Inspection for the specified quality grade No. 1 quality, GFS will then receive and assumes responsibility for the product.
 - Failure to communicate Federal Inspection reports by or before the end of the next working day will result in the broker/shipper assuming responsibility, regardless of the Federal Inspection findings. Timeliness is necessary for GFS to exercise our rights regarding the disposition of the product.
- If produce that is GFS specified as meeting a specific grade standard of the Fresh Fruit and Vegetable Regulations (C.R.C., c. 285) is rejected by GFS and subsequently fails Federal Inspection for the specified quality grade, the broker/shipper assumes responsibility for the product.
 - It is also the responsibility of the broker/shipper in these instances to perform an investigation and implement appropriate corrective action to prevent a recurrence.
 - If a load containing produce from multiple shippers is determined to be infested by insects or worms beyond acceptable limits, the entire load becomes the responsibility of the broker/shippers.

5.0 DISPOSITION of REJECTED PRODUCTS:

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5.1 Freight Pre-paid

Product rejected for any reason will be placed back on the carrier's truck, unless prohibited by customer or regulatory requirements.

5.2 Freight Collect:

- A) **Carrier Damage** – Product rejected for any reason will be placed back on the carrier's truck, unless prohibited by customer or regulatory requirements
- B) **Supplier damage** (Freight Collect or Backhaul):
- 1) The language in our Agreement with each supplier defines how we will handle these rejections. If the Agreement specifies (based on the dollar value of the damaged goods) that we will not be holding those cases for supplier's inspection/pick-up, we will receive the P.O. quantity "short" and note the cause of damage on the Bill of Lading. The cost of these cases will be deducted from our payment to the supplier for that shipment.
 - 2) Otherwise, we will receive the quantity in full. On the Bill of Lading we will note "vendor damage kept", describe the cause of damage and place the product in our "Return to Vendor" system. The supplier will be notified and expected to respond within 3 days regarding the disposition of those cases, and if a pick up is required, that must occur within 5 days. The exception to this is if the cases are leaking and pose a potential health or sanitary risk, they will be disposed of immediately*.

PRODUCE:

- Markon label product may not be resold to a non-Markon member. It may only be sold to another Markon member, donated or destroyed.

Reason for revision	Revisor
Removed "wet" from bullet point under integrity and "reject wet-ice product"	Bernard Gosline